higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

(3061013)

10 December 2020 (Y-paper)
13:00–16:00

This question paper consists of 12 pages and 2 addenda.

509Q1N2010

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TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Where questions have been answered on an ADDENDUM, please make sure you hand these in with your ANSWER BOOK.
5. Start each section on a new page.
6. Use only a black or blue pen.
7. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 This source document must be supplied to the petty cashier as proof of payment:

A Cheque counterfoil
B Requisition form
C Petty cash voucher
D Cash receipt

1.1.2 To ensure that a venue will accommodate the required number of attendees, the … must be considered.

A availability
B cost
C size
D equipment

1.1.3 A useful source for finding telephone numbers is a …

A local newspaper.
B takeaway menu.
C switchboard operator's notebook.
D public directory on the internet.

1.1.4 Where a company observes strict security measures on the handling of firearms, the … can place the firearm of a visitor in safe custody until the visitor leaves the business after visiting.

A administration manager
B receptionist
C security officer
D office manager

1.1.5 A method to secure records and/or files in an office is to …

A leave unauthorised people unattended where the files are kept.
B lock confidential documents in a safe.
C keep the keys to the safe in a place that is easily accessible.
D keep your computer password posted on your desk.

1.1.6 A tick (✓) next to a diary entry means that the appointment …

A has been cancelled.
B is confirmed.
C has taken place.
D is temporary.

1.1.7 If you do not know a female visitor's surname, it is polite to address her as …

A lady.
B miss.
C aunty.
D ma'am.

1.1.8 Money disbursed from petty cash cannot be used to buy …

A milk.
B cough mixture.
C postage stamps
D coffee.

1.1.9 The highest level of a stock item that is kept, is called the … level.

A minimum
B optimal
C maximum
D reorder

1.1.10 Which one of the following appointments should be prioritised?

A A staff meeting to plan the year-end function
B Salary negotiations with a union
C Lunch meeting with the golf partner
D Meeting with the building contractor to discuss renovations

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.20) in the ANSWER BOOK.

1.2.1 Informing a caller of the location of a staff member means you have divulged confidential information.

1.2.2 A well-groomed receptionist will enhance a company's image.

1.2.3 The most important part of a diary is the year planner.

1.2.4 A requisition for petty cash must be authorised by the head of the department.

1.2.5 You may dispose of files if they have been inactive for a period of three months.

1.2.6 Once the reorder level on a stock control card is reached it means that the maximum supplies must be ordered.

1.2.7 It is acceptable office practice to leave an incoming call waiting for up to a minute before answering.

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1.2.8 Excess is the amount that is more than it should be when the petty cash is balanced.

1.2.9 To allow you to cater for everyone's needs at an event, it is important that attendees complete the attendance register.

1.2.10 Petty cash must be reconciled at the end of each month.

1.2.11 When a visitor to your company complains about poor service received, he/she must not be taken seriously because one cannot satisfy all people.

1.2.12 A petty cash discrepancy could occur because of an error counting the money in the petty cash box.

1.2.13 If there are many stakeholders to be contacted to attend either a meeting or an event, the telephone is the best method of communication.

1.2.14 To retrieve a file from a computer system it is important you know the name of the document you need.

1.2.15 A stock level indicator is a useful tool allowing the stock controller to manage supplies correctly.

1.2.16 Housekeeping is not an important aspect of client services.

1.2.17 You can only cancel an appointment when your manager is not available to see the client.

1.2.18 When arranging catering for an event, you must take religious - and dietary requirements into consideration.

1.2.19 A questionnaire is an effective tool to monitor visitor/customer satisfaction.

1.2.20 Double bookings on a diary can be avoided if the necessary information is communicated accurately.

(20 × 1) (20)

1.3 Complete the following sentences by writing only the missing word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 When you disburse money from petty cash to buy items for office use, it means you intend … the money

1.3.2 When you need any office supplies from the stock controller, you must complete a stock … form.

1.3.3 Confirmed appointments, in a diary, should be written in …

1.3.4 The correct way to file completed petty cash vouchers is to file them in … order.

1.3.5 When diary entries are written in a manner so that one can easily read what was written, the handwriting is said to be …

(5 × 1) (5)

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1.4 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–P) next to the question number (1.4.1–1.4.15) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Someone with an interest in the business	A	agenda
1.4.2	The reason for filing and storing petty cash vouchers	B	petty cashier
1.4.3	The business record showing that a specific person has been tasked to perform a certain duty in a company	C	stocktaking
1.4.4	Counting and recording of stock	D	quorum
1.4.5	When preparing for an outgoing call, you should have this available	E	index card
1.4.6	Information related to workplace safety will be dealt with in this type of meeting	F	auditing
1.4.7	An emergency that a telephonist must be prepared to attend to	G	receptionist
1.4.8	A list of travel details	H	clarifying
1.4.9	The minimum number of people required at a meeting to make decisions valid	I	minutes
1.4.10	This system is used in combination with numerical and alphanumerical classifications to assist in retrieving files	J	stakeholder
1.4.11	This person is ultimately responsible for ensuring that the reception area is well-maintained	K	writing materials
1.4.12	Signing a delivery note that is incorrect	L	non-conformance
1.4.13	A factor that will determine the impress amount of a company's petty cash balance	M	size
1.4.14	To determine what a visitor needs, these types of questions should be asked	N	itinerary
1.4.15	This person will be held liable if money should disappear from the petty cash box	O	bomb threat
		P	briefing

(15 × 1) (15)

[50]

TOTAL SECTION A: 50

SECTION B (ANSWER ALL THE QUESTIONS)

QUESTION 2

Read the scenario below and answer the questions.

Albertina is an office clerk at a campus of Boksburg TVET College. She is responsible for handling all the office supplies for the campus. The college buys all its office supplies from Skywaker Ltd who delivers it to a campus as soon as orders are being placed.
At the campus where Albertina is working, lecturing – and Administrative staff will send a request for office supplies, i.e. pens, paper and other stationery etc to the Administration Manager, who will then place a combined order with Skywaker Ltd to fill and deliver. However, this is not always the case. Lecturers, in particular, always seem to need stationery and will request items from Albertina at any given time of the day.

As a result of this, Albertina has struggled to keep the office supplies up to the required levels as determined by Mr Chauke, Administration Manager. Sometimes, staff are getting impatient as they have to wait several weeks to receive their orders.

Albertina has fallen behind with the record-keeping, she does not always issue supplies according to requisitions and some colleagues misuse her helpfulness to secure stock they have not ordered. Due to a lack of time, she has not done proper stocktaking either.

Mr Chauke is very unhappy because the stock room does not have the supplies that he ordered three weeks earlier. Albertina is surprised that she does not have the correct quantity of certain items ordered and promised Mr Chauke that she will check her records on a more regular basis in future.

2.1 2.1.1 State THREE mistakes that Albertina is making. (3 × 2) (6)

2.1.2 What method or system of stock control does Albertina use? (1)

2.1.3 Why is it important that Albertina does proper stocktaking? (2)

2.2 State SIX guidelines to ensure that documents are securely filed. (6)

2.3 Read the following problematic situations. How could Albertina improve or rectify these situations?

2.3.1 The price of the printing cartridges for the printers in the computer rooms has increased sharply recently and has become quite expensive

2.3.2 It is common knowledge that there is unnecessary wastage of stationery on the campus.

2.3.3 The stock of white board marker pens is of a noticeably poorer quality.

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2.3.4 A lecturer from a computer lab begins to order more printer (ink) cartridges unexpectedly.

2.3.5 Rapid price increases of printing paper prevent Albertina from requesting the same quantities as bought in previous years.

2.3.6 A certain product brand, the Artline ballpoint pens which the campus has been using, are suddenly no longer available on the market and a suitable replacement is more expensive.

(6 × 1) (6)

2.4 To prevent misunderstanding, it is important to complete a diary neatly and legibly so that entries are clear and understandable. If an entry is illegible, check the details with the manager and rewrite it neatly.

Describe FIVE steps to be taken into consideration to ensure that the diary is completed neatly and legibly. (5)

2.5 Consider the fact that a scheduled appointment with your manager has been cancelled.

Explain briely how the cancellation be reflected in your manager's diary.

(2 × 2) (4)

[30]

QUESTION 3

3.1 Read the scenario below and answer the questions.

You have been asked to make the arrangements for the Annual Service Excellence Awards hosted by your organisation. The awards recognise staff members in the organisation who have excelled in rendering outstanding customer service. The list of staff members that will be receiving awards has been selected from a customer service survey that is conducted by the organisation every year.

Firstly, you must select a suitable date for the event.

Discuss FIVE factors which will guide you when looking for a suitable date. (5)

3.2 You want to host an event, but there is one problem i.e. finding and securing (booking) a venue suitable to your needs. Whatever your circumstances and to avoid disappointment, it is always best to select and book a venue as far in advance as possible. What are the things you should consider when deciding on the venue you need for the event?

Apart from the size of the venue, name SIX requirements (things) that you would have to think of that would influence or decide your choice of a suitable venue for the event you want to host. (6)

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3.3 Read the following scenario and answer the question.

> A visitor arrives at the receptionist's desk. The receptionist is busy talking to her friend on the telephone. She does not stop the conversation even though the visitor is clearly waiting for her attention. She keeps the visitor standing around until she has finished her conversation.
> When she finally puts the receiving device down, she does not greet the visitor and is irritable.
> It turns out that the visitor wants to see the manager but has no appointment scheduled. The visitor is turned away without being given an appointment and leaves the office feeling very unhappy and frustrated.

From the information supplied above, identify FIVE areas of non-compliance that the receptionist makes herself guilty of. (5)

3.4 State TWO things that the receptionist, in the above scenario, should have done to be seen as both professional and helpful. (2)

3.5 Ensuring visitors' safety from hazards is an important part of maintaining the reception area as well as establishing visitor satisfaction.

Describe FIVE precautions for maintaining a safe reception area. (5)

3.6 Below are various surnames and their accompanying initials. Arrange the surnames (and initials) in strict alphabetical order by writing your answers in the required format (as shown below).

Mdikili, JZ
Mdikazi, C
Mdloyi, A
Mbandazayo, Y
Mdikazi, CM
Mdzoyi, K
Mbontsi, Z

(7 × 1) (7)
[30]

QUESTION 4

4.1 A receptionist must perform many client-related duties. It is therefore important that he/she likes working with people and should always display a positive and sincere attitude.

4.1.1 State THREE guidelines a receptionist should follow when receiving visitors. (3 × 2) (6)

4.1.2 State TWO ways of getting written feedback from a visitor. (2)

4.1.3 State SIX benefits of communicating diary information accurately. (6)

4.2 Read the following scenario and answer the question.

The switchboard operator of Rea Vaya Car Hire company takes a call from someone who is extremely angry. The customer booked a car through Rea Vaya Car Hire two weeks ago, but when she arrived at the airport last night, there was no one to meet her and there was no record a car being hired in her name. Because of this situation the customer was late for an important meeting and is irate but does not want to resort to using foul language with the operator.

Give FIVE guidelines that the switchboard operator should be mindful of and implement when a caller is very upset. (5 × 2) (10)

4.3 You are working at your campus as an intern to the HOD Business Studies. One of your tasks is to assist the manager with meetings that are held once a month. With an upcoming meeting in two weeks' time, where ten people will be attending, the HOD asks you to contact a caterer whose services are needed for the meeting. You must ask the caterer to e-mail menus to you so that the HOD can decide and place an order on what to offer the attendees.

Write down FOUR relevant questions that you would ask the caterer when requesting the menus from her. (4 × 1) (4)

4.4 Differentiate between information that is *confidential* and information that is *non-confidential*. Copy the table below in your ANSWER BOOK and write your answers in the appropriate space.

CONFIDENTIAL	NON-CONFIDENTIAL

(2 × 1) (2)

[30]

QUESTION 5

To ensure the safety and security of company staff, visitors to the office and the assets of the organisation, there are specific procedures that should be followed when a visitor has a firearm with him/her when entering the premises. It is policy that visitors should hand over their fireams to the person overseeing security at the reception area.

Mr Smith from Ekangala TVET College visited your campus on 20 November 2020 at 10:00, carrying a 9 mm handgun with 6 rounds of ammunition. He left at 12:00.
His details are as follow:
ID Number: 8709090785083;
Telephone number: 031 675 4376.

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5.1 Copy the firearms register (shown below) in your ANSWER BOOK. Use the information above and complete the register (below) by writing the required information for question numbers (5.1.1–5.1.10) in the correct columns

Date	Time in	Visitor name	ID Number	Type of firearm	Ammuni-tion carried	Contact details	Time out	Visitor signature	Security signature
5.1.1	5.1.2	5.1.3	5.1.4	5.1.5	5.1.6	5.1.7	5.1.8	5.1.9	5.1.10

(10 × 1) (10)

5.2 All staff members should be trained on how to respond appropriately when faced with an emergency in the workplace.

Name FIVE emergency services of which the telephone numbers should be prominently displayed in and around the reception area. (5)

5.3 One of your duties as receptionist is to make sure that your diary and your manager's diary are effectively and efficiently managed. Your manager has requested that you plan his diary for the coming week of Monday 30 November to Friday 4 December 2020.

Fill in the following appointments and activities on ADDENDUM A (attached).

- Read all e-mails and open post/mail between 08:00 and 08:30 every day.
- A meeting is scheduled with Mrs Jansen on 1 December at 14:00.
- On 4 December the manager has an appointment with the optometrist at 09:00.
- Directors meeting on 2 December at 15:00 in the board room.
- Meet with the bank manager on 3 December at 14:00.
- Meeting with overseas investors in boardroom on 2 December at 11:30.
- E-mail the minutes of last week's meeting to Mr Mkhize on 30 November at 09:30.
- Interview a new salesperson on 4 December at 11:00. Put one hour aside for the interview.
- Arrange/book a flight for your manager to Bloemfontein next week with Flight Centre. Schedule to do this on 2 December at 09:00.
- Leave office at 13:00 next Wednesday to buy a sanitising kit for the manager to use on the Bloemfontein trip.
- Lunch is taken every day between 13:00 and 14:00 except Wednesday.
- Meeting with the architect on 30 November between 15:00 and 16:00 to discuss renovations to the existing office building.
- Sub-branch meeting on 1 December at 11:00.
- End of day 17:00 every day; except Fridays at 16:00.
- Schedule a daily tea break (30 minutes) at 10:00.

(15)
[30]

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QUESTION 6

The following petty cash transactions took place during the month of October 2020.

Use ADDENDUM B (attached) to complete the Petty Cash Journal for Sindi's Sporting Supplies. Show all entries and total all the relevant columns.

DAY	TRANSACTIONS
03	Bought milk and coffee from Shoprite, R152,90. Issue voucher number 116.
07	Buy flowers for a sick colleague in hospital, R119,95
12	Buy stamps to send out customer accounts, R34,50
13	Cut a front door key for the new shift manager, R45,00
20	Buy milk for R72,95
27	Paid a casual worker, R100,00 (for office duties performed)
31	Use the post office courier service to send a parcel to a customer, R72,00

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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